

Client Systems Engineering

The current environment at NETL consists primarily of Windows 2000 workstations connected to a NetWare network. Applications are delivered, and most workstation maintenance is conducted, through the use of Zen Works, a Novell NetWare product. Zen Works also allows help desk personnel to remotely connect to workstations to provide assistance to users during trouble calls. Zen Works has other capabilities related to hardware and software inventory, but these features have yet to be fully implemented.

A standardized workstation configuration is developed and Norton Ghost is used to create disk images for the variety of hardware platforms present in our environment. Through the use of these standardized images, and the centralized method of application delivery and workstation maintenance, we are able to rapidly issue and/or replace equipment in the workforce.

The preferred communications protocol in our networked environment is via TCP/IP, but there remains an element of IPX as well. Future efforts will likely focus exclusively on TCP/IP. Remote communication from offsite is also provided via Remote Access Server (RAS) and/or via Pcanywhere hosts, with future emphasis focused towards Citrix Metaframe solutions and virtual private networking.

Future activities of the Client Systems Engineering team will focus on the development of skills related to Microsoft products and their roles in assisting with the centralized management of the workstation and its configuration. Products such as SMS (Systems Management Server) and SUS (Software Update Service) are of keen interest.

Successful members of the Client Systems Engineering team will have a thorough knowledge of Microsoft operating systems and Microsoft products, Novell NetWare operating systems and products, as well as advanced skills in troubleshooting a wide variety of system and application errors. These members will also need to be adept in researching and testing emerging technologies so as to be able to provide recommendations on future changes to the NETL information technology environment.

The following tables provide an idea as to the types of applications and third party products currently in use at NETL.

General Purpose Software: These are generally COTS/GOTS packages that are installed and used in their original form, with little or no customization or integration with other systems.

Application Title	Win2K Version	Description
Adobe Acrobat	5.05	Application for form fillout and .pdf generation.
ArcView GIS	3.0	Utility to view information from the GIS database for facilities maintenance.
AutoCAD	R13	Application for drafting.
CheckOut	1.1	Application that serves as a check-in/check-out board for CHIPS/ITD personnel.
Corel Draw	8.0	Graphics tool.
Cross Eyes	2.0	“Reveal Codes” functionality for Word.
FRC Calc	14.0L	Federal Retirement Calculator Tool
Frontpage	98	Application for web publishing.
GRB Assist	2.0.26	Federal Retirement Calculator
GroupWise 32	6.0	Workgroup collaboration tool for messaging, time management, etc.
Internet Explorer	6.0, SP-1, 128-bit encryption	NETL custom installation. Standard desktop application for web browsing.
MathCad	5.0	Application for scientific community for manipulation of mathematical information.
MS Access	2002	Microsoft Access database program
MS Office	Office XP, SP-2 (Include Access)	NETL custom installation (does not include MS Access 97). Standard desktop applications for word processing, spreadsheet, and presentations.
MS Project	98	Standard desktop application for project management.
MS Windows	Windows 2000 Professional, SP-4	NETL custom installation of the workstation OS.
NetMeeting	3.01	Collaboration tool allowing voice and/or video communication and application sharing across a network
NIOSH Pocket Guide	4.52	Guide to industrial hygiene information on chemical hazards.
Norman Virus Control	5.6	NETL custom installation. Standard desktop application to provide protection against virus infection and spread.
Pagemaker	4.0	Application for desktop publishing. Likely to be replaced by Indesign.
PcAnywhere	10.5	Remote control telecommunication software
Visio	5.0	Graphics support application.
Windows Media Player	7.01	Internet multimedia application

WinZip	8.0	Application for compressing and packaging of files to be transferred to a trading partner.
Wordperfect	10	Standard desktop application for word processing to support legacy documents.
WS_FTP	2.01	Windows based FTP (File Transfer Protocol) application.

Business Focused Software: These are generally internally developed applications, or COTS/GOTS packages that have been modified or customized to meet an identified business focused requirement.

Application Title	Win2K Version	Description
Assessment Information Input System	1.7.1	Assessment Information Input System - Tracks findings and corrective actions of routine safety walkthroughs, SARS, and other ES&H evaluations.
Award Closeout	1.0	Contract Closeout System - Used by Acquisition and Assistance Division to report on contract closeouts.
CAIS	CAIS 2000 V2.2	Condition Assessment Information System - Survey of site condition assessments that feeds to DOE-HQ. (This is a HQ developed/required system.)
CBT (Computer Based Training)	1.2	Computer Based Training - Provides computer-based courses as required, based on job description. Tracks individual employee's completion of courses and their scores.
CCH Electronic Library	3.50b	Utilized by Acquisition and Assistance Division and Legal. Application provides access to: Federal regulations, statutes and laws regarding procurement; Case history of CG decisions and Board of Appeals cases; Personnel Rules; GAO Rules; Cost Accounting Standards; DCAA Audit manual and guidance; procurement forms; FAR archives; and weekly government contract reporter that highlights current events.
CHRIS	7.59	Corporate Human Resource Information System (used by HR personnel).
COOPS	1.0	Conduct of Operations
CORE	2.2.2	Personnel Locator System - Tracks detail info for all employees, i.e., site, building, room, etc. Eliminates rekeying of data in

		other apps. Creates internal phonebook and provides accountability listings
Cumulus	4.0	Used for Image Bank - a repository of images and video clips for use in presentations, etc.
DOTS	2.1	Director's Office Tracking System - Tracks action items and correspondence received and distributed by the Director's Office.
DRS	3.0	Drawing Retrieval System - Database for all CAD drawings.
EOSi Library System	4.003	Library text and periodical tracking and cataloging system.
ETA	1.10	Energy Time and Attendance - DOE's timekeeping system.
ERLE	N/A	Energy Related Lab Equipment - Used to track laboratory equipment grants.
ETS	3.1	Employee Tracking System - Tracks new, moved, and terminated employees.
FARA	7.1	Federal Acquisition Regulation tool for preparing contract/acquisition documents.
FAXTRAC	1.0	Fax Tracking System
NETL Transportation	N/A	Reservation system for NETL Shuttle and Government vehicles.
FIMS	3.7	Facilities Information Management System - HQ system for reporting site facilities information.
FITS	6.1	Federal Information Tracking System - Tracks deliverables required and received per contract award.
GENIUS	2.0	Gateway for Evaluation of New & Innovative Unsolicited Proposals - Tracks unsolicited proposals received and reviewed at DOE.
Goldmine	4.0	Contact Management software. Used to track customer information
Grapevine	N/A	NETL employee forum for general, anonymous questions concerning the organization.
Heat	5.0	Help Desk trouble ticket and knowledge base information system
INSPECT	1.0	Inspections - used to track inspections for ventilation hoods in R&D
Journal Routing	1.0	Journal Reporting System - Circulates journals received.
Key Personnel	2.0	Key Personnel Calendar - Weekly calendar

Calendar		of key personnel absences and acting designees.
Legal Filing System	2.0	Legal Filing System - Tracks correspondence for the Chief Counsel's Office.
MPS	1.5	Maintenance Planning System - Tracks maintenance required and completed on equipment.
OHM	5.0E	Occupation Health Maintenance program. Used to maintain occupation health information on site employees.
DOEInfo	2.0	DOE Query and Reporting Tool - Queries DOEInfo for financial information.
PAMS	3.0	Property Administration and Management System – Used to house and control all assigned property for NETL and associated branches. Have ties with other system like SPS and CORE. Utilizes Oracle FORMS and REPORTS technology. Requires Oracle 6i client on desktop to run.
PeopleWare	2.5	Conference Services - Allows for set up and management of conferences and attendees. Also the database used for all external mailings and to generate mailing lists and produces name badges.
ProMIS	2.5	Project Management Information System - Tool for project managers to administer their projects.
RCMail	1.0	Registered/Certified Mail - System for tracking registered and/or certified mail
Quantum Facts	7.1c P61	Quantum Chemical Database - Chemical inventory and MSDS repository.
Records Management System	4.0.2	Records Management System - Records retention database.
SPS (Small Purchasing System)	3.1	Small Purchases System - Automated requisition through receiving system.
Starlims	8.15	StarLims - Laboratory information management system for sample analysis.
Storeroom Inventory	2.0	COTS product used by Warehouse personnel for inventory purposes.
Suggest	N/A	A CHIPS suggestion box. Records CHIPS employee suggestions.
TimeCard	4.4	New time and attendance program for all Federal employees.
TMS	8.9	Total Maintenance System – Work order control system.

Travel Manager	8.0	Travel Manager - Travel authorization request and voucher system. (This system is not controlled by NETL but we use via a URL link that is delivered via an AOT that calls IEXPLORE.EXE and passes in URL. The second AOT is same but passes in different URL.)
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Third Party Support Software: These are generally viewed as software components that provide connectivity to systems and/or applications, or serve as utilities or tools in accomplishing a task.

Application Title	Win2K Version	Description
Centura Runtime	2.1	Runtime files needed to run many of the Enterprise Systems applications.
Crystal Reports	7.0	Application for report generation from various databases.
Document Direct	2.1	Used with Foreign Travel Management System
Lotus Notes	4.5	Used to update project management information at HQ in Lotus Notes DB format.
Monarch	3.05	Extracts textual data from mainframe reports and converts to different formats such as Excel.
Novell NetWare Client	4.83	NETL custom installation providing network connectivity.
Reflections	7.0	Terminal emulation package to access legacy systems. Used to support access to HQ systems such as DISCAS
SmartTerm32	1.0	Terminal emulation package to access legacy systems. Supports FTMS (at HQ) and PAMS (local mainframe application).
Turbo C	4.5	Application for software development.
Visual Basic	5.0	Application for software development.
ZenWorks	3.2	Network application management and workstation tool.